


<b>Search Notes</b>  	<b>Application/Control No.</b>  10825645	<b>Applicant(s)/Patent Under Reexamination</b>  VOS ET AL.
	<b>Examiner</b>  LISA HASHEM	<b>Art Unit</b>  2614

SEARCHED			
Class	Subclass	Date	Examiner
379	218.01	7-6-08	LH
379	265.12,265.13,266.02,266.07	2-1-09	LH
709	200	02/18/2011	Simon King
709	223	02/18/2011	Simon King
704	275	02/18/2011	Simon King
705	8	02/18/2011	Simon King
379	218.01	02/18/2011	Simon King
379	221.08	02/18/2011	Simon King

SEARCH NOTES		
Search Notes	Date	Examiner
East search: Keywords: generating report based on customer service requests; IVR/live-agent; user inquiries/queries/requests; analyzing requests/results	7-6-08	LH
Consulted SPE Fan Tsang and Ahmad Matar; re-open prosecution	11-08	LH
Updated East search: Keywords: providing response by two different response system; IVR; generate report based on types of responses provided to a customer	2-1-09	LH
Updated East search: Keywords: generating a recommendation based on a report; customer inquiries/queries	7-18-09	LH
see attached updated search notes	1/29/2010	SK
see additional attached search notes	02/18/2011	Simon King

INTERFERENCE SEARCH			
Class	Subclass	Date	Examiner
709	200	02/18/2011	Simon King
709	223	02/18/2011	Simon King
704	275	02/18/2011	Simon King
705	8	02/18/2011	Simon King
379	218.01	02/18/2011	Simon King
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